

CTESTAR™ Course Curriculum Cross-Walk by Task

Pathway

Business, Management, Marketing and Technology

Course

Hospitality and Food Service

Instructor

Julie Ivan

Number

90911-01

Section

1

Host School

Saginaw Career Complex

PERSONAL MANAGEMENT AND EMPLOYABILITY STANDARDS

01.01 Demonstrate Appropriate Work Habits and Attitudes

01.01.01 Practice ethical, responsible, and professional behavior		
CES.5.1		Demonstrate regular attendance, promptness, and staying with a school/work task until satisfactory completion.
CES.5.2		Complete assignments with minimum supervision and meet school/work deadlines.
CES.5.3		Use mistakes as learning opportunities, demonstrate persistence and adaptability to change.
CES.5.6		Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
CES.5.10		Demonstrate ethical behavior in school, work, and community situations.
01.01.02 Demonstrate regular and punctual attendance.		
CES.5.1		Demonstrate regular attendance, promptness, and staying with a school/work task until satisfactory completion.
CES.5.16		Offer encouragement and ideas to others as they work toward attaining their goals.
CES.10.5		Use a portfolio, resume, record of attendance, certificates, and/or transcript as self-marketing tools to demonstrate interest and competence.
ELA.2.CE.2.1.11		Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
01.01.03 Complete assignments with minimum supervision and meet school/work deadlines		
CES.5.2		Complete assignments with minimum supervision and meet school/work deadlines.
01.01.04 Apply principles of resource management and develop skills that promote personal and professional well-being		
CES.5.10		Demonstrate ethical behavior in school, work, and community situations.
CES.6.6		Understand compensation practices and financial management and explain how financial resources can be used effectively and efficiently.
01.01.05 Maintain consistent effort		
CES.5.1		Demonstrate regular attendance, promptness, and staying with a school/work task until satisfactory completion.
CES.5.8		Prioritize and accomplish tasks independently.
01.01.06 Demonstrate respect for self, others, and the organization		
CES.5.10		Demonstrate ethical behavior in school, work, and community situations.
01.01.07 Describe employer-employee rights and responsibilities		
CES.5.11		Describe employer-employee rights and responsibilities.
01.01.08 Accept supervision and demonstrate continuous improvement towards ones' goals in school and workplace settings		
CES.5.5		Monitor and evaluate accurately one's progress towards a goal or completion of a project.

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Hospitality and Food Service, 1

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CES.5.6	Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
CES.5.11	Describe employer-employee rights and responsibilities.
CES.5.12	Demonstrate appropriate behaviors necessary to maintaining employment.
01.01.09	Follow school and business dress and appearance standards
01.01.10	Display a positive attitude
01.01.11	Demonstrate independence and initiative
01.01.12	Maintain 95% daily attendance
01.02 Develop a Career Plan and Prepare for Employment	
01.02.01	Investigate career options including entrepreneurship
CES.2.4	Interpret information from a variety of career assessments to identify career interests and abilities.
CES.10.6	Apply career and labor market information to seek and obtain employment and/or pursue educational goals.
01.02.02	Develop career goals based on interests, aptitudes, and research
CES.2.4	Interpret information from a variety of career assessments to identify career interests and abilities.
01.02.03	Review/revise/plan goals on annual basis
CES.2.6	Continue the EDP process which includes an annual review with student and counselor and notification of parents.
CES.2.7	Include in the E/EDP a plan for continuing education, full-time paid employment, career training while working, and/or working while attending school full-time.
01.02.04	Manage personal and career goals
CES.2.5	Apply a decision-making model and use career assessment information regarding interests and abilities to choose a career pathway.
CES.2.6	Continue the EDP process which includes an annual review with student and counselor and notification of parents.
CES.2.7	Include in the E/EDP a plan for continuing education, full-time paid employment, career training while working, and/or working while attending school full-time.
01.02.05	Describe factors that contribute to job satisfaction and success
CES.2.3	Analyze information and preferences resulting from work-based opportunities such as job shadowing, mentorships, work experiences, apprenticeships, and/or occupational coursework.
01.02.06	Develop a resume
CES.10.4	Accurately complete records/documents to support job applications (inquiry letters, resume, references, evaluations, follow-up letters).
CES.10.5	Use a portfolio, resume, record of attendance, certificates, and/or transcript as self-marketing tools to demonstrate interest and competence.
ELA.1.CE 1.2.3	Write, speak, and create artistic representations to express personal experience and perspective (e.g., personal narrative, poetry, imaginative writing, slam poetry, blogs, webpages).
ELA.1.CE 1.5.1	Use writing, speaking, and visual expression to develop powerful, creative and critical messages.
ELA.4.CE 4.1.1	Use sentence structures and vocabulary effectively within different modes (oral and written, formal and informal) and for various rhetorical purposes.
ELA.4.CE 4.1.3	Use a range of linguistic applications and styles for accomplishing different rhetorical purposes (e.g., persuading others to change opinions, conducting business transactions, speaking in a public forum, discussing issues informally with peers).
ELA.4.CE 4.1.5	Demonstrate use of conventions of grammar, usage, and mechanics in written texts, including parts of speech, sentence structure and variety, spelling, capitalization, and punctuation.
01.02.07	Complete job application process
CES.10.4	Accurately complete records/documents to support job applications (inquiry letters, resume, references, evaluations, follow-up letters).

CES.10.5	Use a portfolio, resume, record of attendance, certificates, and/or transcript as self-marketing tools to demonstrate interest and competence.
ELA.2.CE 2.3.3	Critically read and interpret instructions for a variety of tasks (e.g., completing assignments, using software, writing college and job applications).
01.02.08 Demonstrate interviewing skills	
CES.5.9	Use appropriate personal expression and relate to school and work settings.
CES.10.3	Show ability to market oneself by preparing for and completing an interview process.
ELA.1.CE 1.2.3	Write, speak, and create artistic representations to express personal experience and perspective (e.g., personal narrative, poetry, imaginative writing, slam poetry, blogs, webpages).
ELA.1.CE 1.3.1	Compose written, spoken, and/or multimedia compositions in a range of genres (e.g., personal narrative, biography, poem, fiction, drama, creative nonfiction, summary, literary analysis essay, research report, or work-related text): pieces that serve a variety of purposes (e.g., expressive, informative, creative, and persuasive) and that use a variety of organizational patterns (e.g., autobiography, free verse, dialogue, comparison/contrast, definition, or cause and effect).
ELA.1.CE 1.3.2	Compose written and spoken essays or work-related text that demonstrate logical thinking and the development of ideas for academic, creative, and personal purposes: essays that convey the author's message by using an engaging introduction (with a clear thesis as appropriate), well-constructed paragraphs, transition sentences, and a powerful conclusion.
01.02.09 Apply career and labor market information to seek and obtain employment and/or pursue educational goals	
CES.10.6	Apply career and labor market information to seek and obtain employment and/or pursue educational goals.
01.02.10 Research availability of educational programs, financial requirements, and resources and complete an application process	
CES.10.7	Research availability of educational programs, financial requirements, and resources and complete an application process as appropriate for career goals.
ELA.2.CE 2.3.4	Critically interpret primary and secondary research-related documents (e.g., historical and government documents, newspapers, critical and technical articles, and subject-specific books).
01.02.11 Outline plan for effective job search	
01.03 Participate in Work-Based Learning Experiences	
01.03.01 Use technology appropriate for the job	
CES.9.7	Demonstrate the use of equipment and machines to solve practical or work-based problems.
CES.9.8	Demonstrate effective use of a variety of on-line technological resources.
CES.9.10	Use technologies as tools for communication of technical or work-related information.
01.03.02 Demonstrate positive work behaviors	
CES.5.1	Demonstrate regular attendance, promptness, and staying with a school/work task until satisfactory completion.
CES.5.2	Complete assignments with minimum supervision and meet school/work deadlines.
CES.5.3	Use mistakes as learning opportunities, demonstrate persistence and adaptability to change.
CES.5.12	Demonstrate appropriate behaviors necessary to maintaining employment.
01.03.03 Demonstrate positive interpersonal behaviors	
CES.5.9	Use appropriate personal expression and relate to school and work settings.
CES.7.1	Exhibit teamwork skills in a work or classroom setting including trust and loyalty to group, and demonstrating connectedness to group members, values, and culture.

01.03.04 Demonstrate safe and healthy work behaviors		
CES.5.6		Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
01.03.05 Adapt to changes in the workplace		
CES.5.3		Use mistakes as learning opportunities, demonstrate persistence and adaptability to change.
01.04 Demonstrate Oral and Written Communication Skills		
01.04.01 Conduct formal/informal research to collect appropriate topical information		
CES.3.1		Gather, interpret, analyze, and refine data contained in symbols, pictures, charts, blueprints, and/or graphs.
CES.3.2		Analyze and synthesize information and data from multiple sources.
ELA.1.CE 1.4.2		Develop a system for gathering, organizing, paraphrasing, and summarizing information; select, evaluate, synthesize, and use multiple primary and secondary (print and electronic) resources.
01.04.02 Interpret oral and nonverbal communications of audience		
CES.3.6		Practice and demonstrate presentation skills using a variety of media and interpretive data.
CES.5.19		Demonstrate customer service skills in an appropriate setting by listening, suggesting solutions, and communicating the issues at hand.
ELA.1.CE 1.4.4		Interpret, synthesize, and evaluate information/findings in various print sources and media (e.g., fact and opinion, comprehensiveness of the evidence, bias, varied perspectives, motives and credibility of the author, date of publication) to draw conclusions and implications.
01.04.03 Demonstrate active listening during communications		
CES.7.6		Demonstrate leadership by listening to others and asking appropriate questions to clarify a problem or issue.
ELA.2.CE 2.1.7		Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
01.04.04 Prepare and deliver presentations incorporating both appropriate verbal and nonverbal communication techniques		
CES.3.1		Gather, interpret, analyze, and refine data contained in symbols, pictures, charts, blueprints, and/or graphs.
CES.3.6		Practice and demonstrate presentation skills using a variety of media and interpretive data.
CES.7.13		Be respectful of a variety of differences of people in a work/school setting (e.g., customs, religion, beliefs, learning and work styles, and economic status).
ELA.4.CE 4.1.3		Use a range of linguistic applications and styles for accomplishing different rhetorical purposes (e.g., persuading others to change opinions, conducting business transactions, speaking in a public forum, discussing issues informally with peers).
01.04.05 Communicate using equitable and culturally sensitive language for a diverse audience		
CES.7.11		Show sensitivity to others' thoughts and opinions and relate them to the resolution process.
CES.7.12		Understand and respect the concerns of members of cultural, gender, age, and ability groups.
ELA.4.CE 4.2.1		Understand how languages and dialects are used to communicate effectively in different roles, under different circumstances, and among speakers of different speech communities (e.g., ethnic communities, social groups, professional organizations).
01.04.06 Using appropriate technology, prepare draft document using established rules for grammar, spelling and sentence construction		
CES.1.8		Apply technology to workplace or career situations. Include research and a written paper.
CES.3.2		Analyze and synthesize information and data from multiple sources.

ELA.4.CE 4.1.5	Demonstrate use of conventions of grammar, usage, and mechanics in written texts, including parts of speech, sentence structure and variety, spelling, capitalization, and punctuation.
01.04.07 Write business communication using appropriate format for the situation	
CES.1.6	Use correct grammar to communicate verbally.
ELA.4.CE 4.1.3	Use a range of linguistic applications and styles for accomplishing different rhetorical purposes (e.g., persuading others to change opinions, conducting business transactions, speaking in a public forum, discussing issues informally with peers).
ELA.4.CE 4.1.4	Control standard English structures in a variety of contexts (e.g., formal speaking, academic prose, business, and public writing) using language carefully and precisely.
01.04.08 Utilize multiple technologies for written and presentation communications	
CES.3.6	Practice and demonstrate presentation skills using a variety of media and interpretive data.
ELA.1.CE 1.5.4	Use technology tools (e.g., word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
01.04.09 Synthesize and summarize information from reading material, articulating its major points and proposals	
CES.3.2	Analyze and synthesize information and data from multiple sources.
ELA.2.CE 2.1.2	Make supported inferences and draw conclusions based on informational print and multimedia features (e.g., prefaces, appendices, marginal notes, illustrations, bibliographies, author's pages, footnotes, diagrams, tables, charts, maps, timelines, graphs, and other visual and special effects) and explain how authors and speakers use them to infer the organization of text and enhance understanding, convey meaning, and inspire or mislead audiences.
ELA.2.CE 2.1.4	Identify and evaluate the primary focus, logical argument, structure, and style of a text or speech and the ways in which these elements support or confound meaning or purpose.
01.04.10 Comprehend and use reading strategies to learn meaning, technical concepts, vocabulary, and follow instructions	
CES.1.1	Read from a technical manual, and write a clear and logical report explaining the information using standard business English (including correct spelling, grammar and punctuation). Give a verbal report explaining what the manual says.
ELA.2.CE 2.1.3	Determine the meaning of unfamiliar words, specialized vocabulary, figurative language, idiomatic expressions, and technical meanings of terms through context clues, word roots and affixes, and the use of appropriate resource materials such as print and electronic dictionaries.
01.05 Apply Entrepreneurial Skills	
01.05.01 Evaluate the role of small business on local, state, national, and international economies	
CES.2.2	Explain the advantages and disadvantages of working for self and working for others, and being an employee of a large or small organization.
01.05.02 List the factors, including personal traits which contribute to the success of small business	
CES.3.5	Develop a plan to market a new product, service, or concept which includes identification of customers, a graphic presentation, production requirements, and costs.
CES.5.14	View accomplishments or failures of self and others accurately and in a positive manner.
01.05.03 Analyze the components of a successful business including planning and decision making, employee and equipment needs, and budgeting concerns	
CES.3.5	Develop a plan to market a new product, service, or concept which includes identification of customers, a graphic presentation, production requirements, and costs.

CES.6.6	Understand compensation practices and financial management and explain how financial resources can be used effectively and efficiently.
CES.9.2	Demonstrate an understanding of business systems (e.g., develop a business plan or a customer service policy).
CES.9.3	Compare management systems (e.g., military, total quality) and consider how employees function and adapt to change within them.
01.05.04	Analyze the relationship of customer service and customer satisfaction on the success of a business
CES.3.5	Develop a plan to market a new product, service, or concept which includes identification of customers, a graphic presentation, production requirements, and costs.
CES.5.17	Provide for customer needs and expectations in a helpful and courteous manner.
01.05.05	Understand the need for life-long learning in a rapidly changing job market
CES.5.12	Demonstrate appropriate behaviors necessary to maintaining employment.
CES.10.8	Understand the need for lifelong learning in a rapidly changing job market.
01.06 Demonstrate Teamwork and Leadership Skills	
01.06.01	Determine characteristics and management styles of effective leaders
CES.7.1	Exhibit teamwork skills in a work or classroom setting including trust and loyalty to group, and demonstrating connectedness to group members, values, and culture.
CES.7.6	Demonstrate leadership by listening to others and asking appropriate questions to clarify a problem or issue.
CES.7.15	Demonstrate leadership ability in a work or school setting or on projects.
01.06.02	Describe how cultural/ethnic difference affect leadership styles and interpersonal interactions/communications within a group
CES.7.13	Be respectful of a variety of differences of people in a work/school setting (e.g., customs, religion, beliefs, learning and work styles, and economic status).
01.06.03	Determine the roles and responsibilities that leaders and members bring to an organization
CES.7.6	Demonstrate leadership by listening to others and asking appropriate questions to clarify a problem or issue.
CES.7.16	Recognize and take advantage of leadership opportunities that give direction to other team members, or that encourage other members to complete tasks.
01.06.04	Evaluate characteristics of effective teams and effective team leaders
CES.5.13	Demonstrate positive personal qualities as a group leader.
CES.7.3	Demonstrate understanding of how effective teams operate within organizational and diverse settings.
01.06.05	Demonstrate team work
CES.7.1	Exhibit teamwork skills in a work or classroom setting including trust and loyalty to group, and demonstrating connectedness to group members, values, and culture.
01.06.06	Practice effective meeting management
CES.6.13	Organize and communicate with members of a team using varied methods of communication.
01.06.07	Practice decision-making process
CES.6.3	Prioritize tasks and revise schedules as needed.
CES.7.10	Participate in the implementation of a group's decision and evaluate the results.
01.06.08	Work toward consensus by exchanging resources and resolving divergent interests
CES.7.9	Compromise and/or build consensus within a group and summarize the decision of the group while maintaining respect for minority viewpoints.
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.

01.06.09	Assume leadership roles in team settings by communicating thoughts and ideas to justify a position, motivating others and delegating tasks
CES.5.13	Demonstrate positive personal qualities as a group leader.
CES.7.16	Recognize and take advantage of leadership opportunities that give direction to other team members, or that encourage other members to complete tasks.
01.06.10	View accomplishments or failures of self and others accurately and in a positive manner
CES.5.14	View accomplishments or failures of self and others accurately and in a positive manner.
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
01.07 Demonstrate Technological Literacy and Computation, Data Analysis Skills for Productivity in the Workplace	
01.07.01	Select and use appropriate technology to organize, send and receive information
CES.6.13	Organize and communicate with members of a team using varied methods of communication.
01.07.02	Analyze the impact of technological changes on tasks, people, and society
CES.9.6	Describe how changes in technology have impacted business and industry, identify current trends, and recommend how a technical system might be improved.
01.07.03	Apply computation skills and data analysis techniques to make decisions and solve workplace problems
CES.1.4	Approach practical and workplace problems using a variety of mathematical techniques (e.g. figuring discounts or calculating perimeter and area). Problems include making conversions between the metric system and non-English systems of measurement, mixed units (such as hours and minutes), and can require several steps to finding a solution.
01.07.04	Select and use appropriate computation techniques to solve problems and determine reasonableness of results
CES.1.4	Approach practical and workplace problems using a variety of mathematical techniques (e.g. figuring discounts or calculating perimeter and area). Problems include making conversions between the metric system and non-English systems of measurement, mixed units (such as hours and minutes), and can require several steps to finding a solution.
01.07.05	Construct projections and trends from raw data, charts, tables, and graphs that summarize data from workplace situations
CES.3.1	Gather, interpret, analyze, and refine data contained in symbols, pictures, charts, blueprints, and/or graphs.
ELA.2.CE 2.1.2	Make supported inferences and draw conclusions based on informational print and multimedia features (e.g., prefaces, appendices, marginal notes, illustrations, bibliographies, author's pages, footnotes, diagrams, tables, charts, maps, timelines, graphs, and other visual and special effects) and explain how authors and speakers use them to infer the organization of text and enhance understanding, convey meaning, and inspire or mislead audiences.
01.07.06	Use technology to access, manage, integrate, and create information
CES.9.1	Identify trends and how they affect changes within a system.
ELA.1.CE 1.5.4	Use technology tools (e.g. word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
01.07.07	Understand the relationship of data and measurements to the problem
CES.4.1	Apply a problem solving model to a classroom or workplace situation that involves setting goals, implementing a plan of action, and evaluating results.
CES.9.11	Use technology effectively in solving problems in an area of career interest.

01.07.08	Demonstrate effective use of a variety of on-line technological resources
CES.9.8	Demonstrate effective use of a variety of on-line technological resources.
01.07.09	Use industry software program
ELA.1.CE 1.5.4	Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
01.08 Apply Critical Thinking Skills to Make Decisions and Solve Workplace Problems	
01.08.01	Develop a plan to solve complex problems by gathering, selecting, and analyzing data
CES.3.1	Gather, interpret, analyze, and refine data contained in symbols, pictures, charts, blueprints, and/or graphs.
CES.3.2	Analyze and synthesize information and data from multiple sources.
01.08.02	Identify and allocate available resources (e.g., time, money, material, facility, & human)
CES.6.8	Compile a list of materials and supplies needed in advance of an assignment.
CES.6.9	Acquire resources in a timely fashion and take responsibility for their care.
01.08.03	Demonstrate the ability to adapt new information to changing situations and requirements
CES.4.2	Identify typical problems that occur in a workplace situation and use a problem solving model to devise solutions, compare alternatives to past solutions, and predict their success.
01.08.04	Combine ideas or information in new ways, make connections, reshape goals in ways that reveal new possibilities to solve problems
CES.9.1	Identify trends and how they affect changes within a system.
CES.9.3	Compare management systems (e.g., military, total quality) and consider how employees function and adapt to change within them.
01.08.05	Develop an inventory record-keeping system to maintain dates and information in a systematic fashion
CES.6.8	Compile a list of materials and supplies needed in advance of an assignment.
01.09 Manage unexpected situations to ensure continuity of quality service	
01.09.01	Identify the problem, possible solutions, and decide on a course of action to resolve unexpected situations
CES.3.1	Gather, interpret, analyze, and refine data contained in symbols, pictures, charts, blueprints, and/or graphs.
CES.9.2	Demonstrate an understanding of business systems (e.g., develop a business plan or a customer service policy).
01.09.02	List common unexpected situations
CES.9.1	Identify trends and how they affect changes within a system.
CES.9.2	Demonstrate an understanding of business systems (e.g., develop a business plan or a customer service policy).
01.09.03	Outline steps to remedy specific situations
CES.9.5	Diagnose and make necessary corrections or improvements to a technical system in a business, industry, or simulated workplace setting.
CES.9.6	Describe how changes in technology have impacted business and industry, identify current trends, and recommend how a technical system might be improved.
01.10 Illustrate How Social, Organizational, and Technological Systems Function	
01.10.01	Draft and interpret an organizational chart
CES.5.6	Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
CES.5.11	Describe employer-employee rights and responsibilities.
01.10.02	Evaluate the quality and performance of workplace systems, distinguish trends, and recommend improvements and modifications to an existing system to improve products or services
CES.5.6	Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
01.10.03	Understand how changing a component of a system impacts the whole system

CES.5.6	Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
01.11 Maintain Safe and Healthful Working Conditions and Environment	
01.11.01 Work in accordance with employee rights and responsibilities and employer obligations concerning occupational safety and health	
CES.5.11	Describe employer-employee rights and responsibilities.
01.11.02 Assess types and sources of workplace hazards	
CES.5.6	Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
01.11.03 Follow procedures for hazards in the workplace/school	
CES.5.6	Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
CES.5.9	Use appropriate personal expression and relate to school and work settings.
CES.5.10	Demonstrate ethical behavior in school, work, and community situations.
01.11.04 Practice environmental conservation and safety	
01.11.05 Adhere to policies and regulations for health and safety	
CES.5.6	Demonstrate health and safety practices and drug-free behavior in school and/or workplace settings.
CES.5.10	Demonstrate ethical behavior in school, work, and community situations.
CES.5.11	Describe employer-employee rights and responsibilities.

CAREER INVESTIGATION

02.01 Summarize steps needed to retain a job in the restaurant and food service industry

02.01.01 Develop a list of workplace rules and regulations	
ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
02.01.02 Identify and give examples of positive work attitudes	
ELA.1.CE 1.2.2	Write, speak, and visually represent to develop self-awareness and insight (e.g., diary, journal writing, portfolio self-assessment).
02.01.03 Make a list of qualities of successful food service employees	
ELA.2.CE 2.3.6	Reflect on personal understanding of reading, listening, and viewing; set personal learning goals; and take responsibility for personal growth.
02.01.04 Identify hierarchy within the organization	

02.02 Examine jobs available within the various types of restaurants and food service operations to assess career opportunities

02.02.01 List the qualifications for various careers in the food service industry	
ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
02.02.02 Describe the major duties/tasks for each job option	
ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.

02.03 Examine various industry sectors such as independent vs. chain operations to differentiate careers in each type of operation

02.03.01 List various types of food service operations	
ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
02.03.02 List advantages/disadvantages of different sectors	

02.04 Determine the chain of command for a particular industry to evaluate personal skills and potential

02.04.01 Comprehend the career ladder for each industry	
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ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
02.04.02 Identify the head of each department and their responsibilities	
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
02.05 Explain what projects need to be accomplished or skills required to achieve a promotion	
02.05.01 Gather information on the skills of higher-level positions	
ELA.1.CE 1.4.1	Identify, explore, and refine topics and questions appropriate for research.
02.05.02 Identify the process of applying for promotional positions and the person(s) to contact	
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
02.05.03 Write a career pathway plan	
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
02.06 Examine the numerous career paths within hospitality and tourism to discover personal preferences	
02.06.01 Explore restaurants, food & beverage services	
ELA.1.CE 1.4.1	Identify, explore, and refine topics and questions appropriate for research.
02.06.02 Explore the lodging industry	
ELA.1.CE 1.4.1	Identify, explore, and refine topics and questions appropriate for research.
02.06.03 Explore travel and tourism	
ELA.1.CE 1.4.1	Identify, explore, and refine topics and questions appropriate for research.
02.06.04 Explore recreation, amusements, and attractions	
ELA.1.CE 1.4.1	Identify, explore, and refine topics and questions appropriate for research.
02.06.05 Identify the preferred career opportunities	
ELA.1.CE 1.4.7	Recognize the role of research, including student research, as a contribution to collective knowledge, selecting an appropriate method or genre through which research findings will be shared and evaluated, keeping in mind the needs of the prospective audience. (e.g., presentations, online sharing, written products such as a research report, a research brief, a multi-genre report, I-Search, literary analysis, news article).
02.07 Study entry-level, skilled level and supervisory positions to gain an awareness of qualifications and skills needed for different levels of employment	
02.07.01 Detail entry-level job qualifications in the industry	
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
02.07.02 Detail skilled level job qualifications in the industry	
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
02.07.03 Detail supervisory level job qualifications in the industry	
02.07.04 Match interests, abilities, and preferences to career preferences	

ACADEMIC FOUNDATIONS

03.01 Apply mathematical skills necessary for success in Hospitality industries

03.01.01	Perform basic mathematical functions including use of decimals, fractions, percentages, formulas, and methods of measurements
03.01.02	Perform basic accounting procedures
03.01.03	Convert recipes
03.01.04	Use proper measurements of ingredients

03.01.05 Calculate menu and recipe costs	
03.02 Apply reading and writing skills necessary for success in Hospitality industries	
03.02.01 Read and comprehend work-related materials such as recipes, operational manuals, inventory control sheets, menus, correspondence, training materials, etc	
ELA.2.CE 2.2.1	Recognize literary and persuasive strategies as ways by which authors convey ideas and readers make meaning (e.g., imagery, irony, satire, parody, propaganda, overstatement/understatement, omission, and multiple points of view).
03.02.02 Read and follow instructions to perform a task	
ELA.2.CE 2.2.3	Interpret the meaning of written, spoken, and visual texts by drawing on different cultural, theoretical, and critical perspectives.
03.02.03 Use basic writing skills (grammar, punctuation, spelling) to produce inventory control sheets, recipes, and menus	
ELA.1.CE 1.1.2	Know and use a variety of prewriting strategies to generate, focus, and organize ideas (e.g., free writing, clustering/mapping, talking with others, brainstorming, outlining, developing graphic organizers, taking notes, summarizing, paraphrasing).
ELA.4.CE 4.1.5	Demonstrate use of conventions of grammar, usage, and mechanics in written texts, including parts of speech, sentence structure and variety, spelling, capitalization, and punctuation.
03.02.04 Perform written tasks including filling out forms and writing reports	
ELA.2.CE 2.3.3	Critically read and interpret instructions for a variety of tasks (e.g., completing assignments, using software, writing college and job applications).
03.03 Use verbal and nonverbal communications to provide a positive experience for guests	
03.03.01 Exhibit please appearance and hygiene	
03.03.02 Present comfortable tone in speaking with people	
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.03.03 Exhibit a hospitable personality	
03.03.04 Listen and understand others	
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
ELA.2.CE 2.1.12	Use a variety of strategies to enhance listening comprehension (e.g., monitor message for clarity and understanding, ask relevant questions, provide verbal and nonverbal feedback, notice cues such as change of pace or emphasis that indicate a new point is about to be made; and take notes to organize essential information).
03.04 Recognize and respond to guests' needs and nonverbal cues to provide quality service	
03.04.01 Identify common nonverbal cues exhibited by guests and employees	
03.04.02 Provide feedback to management in order to enhance operations	
ELA.2.CE 2.1.12	Use a variety of strategies to enhance listening comprehension (e.g., monitor message for clarity and understanding, ask relevant questions, provide verbal and nonverbal feedback, notice cues such as change of pace or emphasis that indicate a new point is about to be made; and take notes to organize essential information).
03.05 Interpret verbal and nonverbal behaviors to enhance communication with co-workers and customers/guests	
03.05.01 Speak and understand English or required language	
03.05.02 Present comfortable tone in speaking with people	

ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.05.03	Identify verbal cues
03.05.04	Communicate clearly and concisely to co-workers and guests
03.05.05	Explain messages conveyed by verbal behaviors
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.06 Interpret nonverbal behaviors to enhance communication	
03.06.01	Identify nonverbal cues
ELA.2.CE 2.1.12	Use a variety of strategies to enhance listening comprehension (e.g., monitor message for clarity and understanding, ask relevant questions, provide verbal and nonverbal feedback, notice cues such as change of pace or emphasis that indicate a new point is about to be made; and take notes to organize essential information).
03.06.02	Observe eye contact, facial expressions, posture, gestures, and other body language
ELA.2.CE 2.1.12	Use a variety of strategies to enhance listening comprehension (e.g., monitor message for clarity and understanding, ask relevant questions, provide verbal and nonverbal feedback, notice cues such as change of pace or emphasis that indicate a new point is about to be made; and take notes to organize essential information).
03.06.03	Explain messages conveyed by nonverbal behaviors
ELA.2.CE 2.1.12	Use a variety of strategies to enhance listening comprehension (e.g., monitor message for clarity and understanding, ask relevant questions, provide verbal and nonverbal feedback, notice cues such as change of pace or emphasis that indicate a new point is about to be made; and take notes to organize essential information).
03.07 Use interpersonal skills to build effective working relationships	
03.07.01	Work effectively within the department or unit
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.07.02	Cooperate with workers from other departments or units
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.07.03	Practice sensitivity to cultural, religious, disability, and gender issues in dealing with others
ELA.4.CE 4.2.2	Understand the implications and potential consequences of language use (e.g., appropriate professional speech; sexist, racist, homophobic language).
03.08 Use conflict management skills to facilitate solutions	
03.08.01	Identify sources of conflict
03.08.02	Include stakeholders in a problem-solving session
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.08.03	Agree on and implement steps to resolve conflict
03.08.04	Follow up on results of implementation
03.09 Apply proper etiquette in all customer contacts	
03.09.01	Use correct phone etiquette

ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.09.02 Diffuse dissatisfaction scenarios professionally	
ELA.4.CE 4.2.4	Understand the appropriate uses and implications of casual or informal versus professional language; understand, as well, the implications of language designed to control others and the detrimental effects of its use on targeted individuals or groups (e.g., propaganda, homophobic language, and racial, ethnic, or gender epithets).
03.09.03 Provide constructive feedback and reinforcement	
ELA.2.CE 2.1.12	Use a variety of strategies to enhance listening comprehension (e.g., monitor message for clarity and understanding, ask relevant questions, provide verbal and nonverbal feedback, notice cues such as change of pace or emphasis that indicate a new point is about to be made; and take notes to organize essential information).
03.09.04 Devise strategies for maximizing customer satisfaction	
03.10 Utilize tactful phraseology and communication to dispel misunderstanding or difficult situations	
03.10.01 Make a request of a guest/customer without confrontation	
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.10.02 Give directions to a frenzied, stressed, upset guest/customer without insult or conflict	
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
03.11 Retrieve vital facts and statistics to correctly utilize information in a service environment	
03.11.01 Identify ethnicities and their dining habits and rules	
ELA.1.CE 1.3.6	Use speaking, writing, and visual presentations to appeal to audiences of different social, economic, and cultural backgrounds and experiences (e.g., include explanations and definitions according to the audience's background, age, or knowledge of the topic; adjust formality of style; consider interests of potential readers).
ELA.2.CE 2.2.3	Interpret the meaning of written, spoken, and visual texts by drawing on different cultural, theoretical, and critical perspectives.
03.11.02 Identify countries and their native food resources	
ELA.2.CE 2.2.3	Interpret the meaning of written, spoken, and visual texts by drawing on different cultural, theoretical, and critical perspectives.
03.12 Identify ways computers and software are used to provide guest and food services	
03.12.01 Demonstrate knowledge in point of sale systems	
03.12.02 Demonstrate knowledge in basic computer applications	
03.12.03 Demonstrate knowledge in computer programs used for food production	
03.13 Retrieve website information to use in menu planning, recipes, and for product information	
03.13.01 Access relevant websites	
ELA.1.CE 1.5.4	Use technology tools (e.g., word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
03.13.02 Download recipes	
ELA.1.CE 1.5.4	Use technology tools (e.g., word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
03.13.03 Bookmark websites	

ELA.1.CE 1.5.4	Use technology tools (e.g., word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
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RESTAURANT AND FOOD & BEVERAGE SERVICES

04.01 Examine all comments and suggestions from the customer service area to formulate improvements and ensure guest satisfaction

04.01.01 Detail ways to achieve high rate of positive comments

04.01.02 Get regular feedback from guests and staff

ELA.2.CE 2.1.12	Use a variety of strategies to enhance listening comprehension (e.g., monitor message for clarity and understanding, ask relevant questions, provide verbal and nonverbal feedback, notice cues such as change of pace or emphasis that indicate a new point is about to be made; and take notes to organize essential information).
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04.02 Achieve an awareness of applicable legal policies to comply with laws regarding hiring, harassment, and safety issues

04.02.01 Demonstrate understanding of legal interviewing processes

ELA.4.CE 4.1.3	Use a range of linguistic applications and styles for accomplishing different rhetorical purposes (e.g., persuading others to change opinions, conducting business transactions, speaking in a public forum, discussing issues informally with peers).
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04.02.02 Outline how harassment and stereotyping can create an unhealthy work environment

ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
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04.02.03 Define legal and ethical responsibilities for safety procedures

04.02.04 Interpret workman's compensation requirement and forms

ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
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04.02.05 Maintain and understand standards of confidentiality

ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
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04.02.06 Define legal and ethical responsibilities for safety

ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
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04.03 Interpret ethical and legal guidelines relating to job performance to solve legal or ethical issues

04.03.01 Identify ethical and legal situations which occur in the workplace

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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04.03.02 Relate appropriate response to legal/ethical infractions in the workplace

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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04.04 Respect others at all times to express personal ethical values

04.04.01 Be respectful and sensitive to others' beliefs

ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
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04.04.02 Demonstrate good life values

ELA.2.CE 2.1.1	Use a variety of pre-reading and previewing strategies (e.g., acknowledge own prior knowledge, make connections, generate questions, make predictions, scan a text for a particular purpose or audience, analyze text structure and features) to make conscious choices about how to approach the reading based on purpose, genre, level of difficulty, text demands and features.
04.04.03	Demonstrate fairness to others of different cultures, religions, gender, or age
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.
04.05 Integrate ethical treatment in the workplace to establish codes of conduct	
04.05.01	Perform ethically by all local, state, and national standards
04.05.02	Apply ethical principles to decision-making related to customer/guests and fellow workers
04.05.03	Apply ethical standards to the delivery of quality performance, products, and work
04.06 Demonstrate awareness of responsibilities for different positions within the organization	
04.06.01	Explain legal responsibilities of employees to comply with government laws & regulations including responsible liability
ELA.2.CE 2.1.7	Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.
04.06.02	Explain the major laws and regulations that define responsibilities for commercial, consumer, health, safety, environmental, and employment laws and regulations
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
04.07 Observe ethical behavior in the workplace to appreciate the integral role it plays in all business	
04.07.01	Describe situations where ethical concerns can change the workplace
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
04.07.02	Identify problems that may arise if the workforce does not conduct itself ethically
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
04.07.03	Identify regulations that must be followed on a continuous basis in a given career area
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
04.07.04	List ethical liability issues that are specific to hospitality and tourism
ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
04.08 Practice personal safety at school and worksite while on work related assignments to avoid injuries or accidents	
04.08.01	Demonstrate proper lifting and carrying procedures
04.08.02	Demonstrate handling safety with mechanical, environmental, microwave radiation, vehicle, optical laser, radar, high frequency radio, and fiber optics
04.08.03	Demonstrate safe work habits and procedure related to application of electricity
04.08.04	Demonstrate the appropriate use of safety equipment & procedures
04.08.05	Demonstrate safe use of equipment commonly used within the hospitality industry
04.08.06	Adjust working routines to take advantage or ergonomic designs in the workplace
04.09 Maintain safe work environment	
04.09.01	Practice safe handling of cutting edges
04.09.02	Operate tools and equipment following safety procedures and requirements

CTESTAR™ Course Curriculum Cross-Walk by Task

Hospitality and Food Service, 1

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04.09.03 Maintain tools and equipment following safety procedures and requirements

04.09.04 Practice proper knife techniques

04.09.05 Identify methods of extinguishing fires

ELA.2.CE 2.3.4 Critically interpret primary and secondary research-related documents (e.g., historical and government documents, newspapers, critical and technical articles, and subject-specific books).

04.09.06 Demonstrate basic first aid techniques

04.09.07 Identify proper response to emergency situations

ELA.2.CE 2.1.7 Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.

ELA.2.CE 2.3.1 Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.

04.10 Ensure sanitation standards

04.10.01 Practice personal hygiene and grooming as required by industry standards

04.10.02 Follow infection control procedures

04.10.03 Use sanitary procedures for hand washing of tools, utensils, and equipment

04.10.04 Perform sanitation duties

04.10.05 Follow federal, state, local, and employer sanitation and health codes

04.10.06 Identify and prevent sources of food poisoning

04.10.07 Perform cleaning procedures

04.10.08 Practice local and state environmental procedures

04.10.09 Use appropriate safety equipment and clothing

04.11 Perform tasks of Kitchen Helper

04.11.01 Clean/sanitize all food contact surfaces

04.11.02 Clean/sanitize any kitchen implement

04.11.03 Clean/sanitize dishes and implements

04.12 Perform tasks of Stock Clerk

04.12.01 Receive supplies

04.12.02 Issue supplies

04.12.03 Take inventory

04.13 Perform tasks of Baker Helper

04.13.01 Prepare quick bread

04.13.02 Prepare yeast dough

04.14 Perform tasks of Pastry Helper

04.14.01 Prepare cookies

04.14.02 Prepare pie dough

04.14.03 Prepare pie fillings

04.14.04 Prepare finished pies

04.14.05 Prepare pastries

04.14.06 Prepare fruit cobblers

04.14.07 Prepare puddings

04.14.08 Prepare cakes

04.14.09 Decorate cakes

04.15 Perform tasks of Cook's Helper

04.15.01 Perform cutting operations to cut food items for preparations

04.15.02 Weigh/measure foods

04.15.03 Cut fresh produce

04.15.04 Prepare meats, seafood, and poultry

04.15.05 Portion foods

04.15.06 Bread/batter foods

04.16 Perform tasks of Pantry Goods Maker

04.16.01 Prepare salads

04.16.02 Garnish foods

04.16.03 Prepare gelatin products

04.16.04 Setup self-service food items

04.17 Perform tasks of Short Order Cook

- 04.17.01 Grill food items
- 04.17.02 Deep fry food items
- 04.17.03 Prepare eggs

04.18 Perform tasks of Cook

- 04.18.01 Prepare cold sandwiches
- 04.18.02 Braise food items
- 04.18.03 Broil food items
- 04.18.04 Saute food items
- 04.18.05 Prepare stews
- 04.18.06 Steam food items
- 04.18.07 Prepare starchy food items
- 04.18.08 Prepare basic stocks
- 04.18.09 Prepare soups
- 04.18.10 Prepare sauces/gravies
- 04.18.11 Roast food items

04.19 Perform tasks of Dining Room Attendant

- 04.19.01 Supply the service station
- 04.19.02 Set standard meal covers
- 04.19.03 Clear the table

04.20 Perform tasks of Wait Staff

- 04.20.01 Greet/seat guests
- 04.20.02 Write the guests' order
- 04.20.03 Correctly figures sales tax
- 04.20.04 Correctly figure tips
- 04.20.05 Carry a loaded tray
- 04.20.06 Prepare beverages
- 04.20.07 Prepare ice cream items
- 04.20.08 Serve menu items
- 04.20.09 Present the guest check
- 04.20.10 Handle guest concern promptly
- 04.20.11 Display correct phone procedures
- 04.20.12 Take reservations for Dining Room
- 04.20.13 Demonstrate appropriate dress and grooming skills

04.21 Perform tasks of Cashier

- 04.21.01 Operate the cash register/point of sale system
- 04.21.02 Make change and count it back

LODGING

05.01 Review the functions of essential departments within a lodging operation

- 05.01.01 Examine the functions of the rooms division
 - ELA.2.CE 2.3.1 Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
- 05.01.02 Detail the functions of food and beverage division
- 05.01.03 Study the functions of the engineering and maintenance department
 - ELA.2.CE 2.3.1 Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
- 05.01.04 Describe the functions of the marketing and sales division
 - ELA.2.CE 2.3.1 Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
- 05.01.05 Detail the functions of the marketing and sales division
 - ELA.2.CE 2.3.1 Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.

05.01.06 Describe the functions of the human resource office

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.01.07 Review the functions of the security department

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.01.08 Detail the functions of the restaurant(s)

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.01.09 Detail the functions of the room service

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.02 Review the primary activities of the marketing and sales division within a lodging operation

05.02.01 Detail two types of marketing materials for the lodging facility

ELA.2.CE 2.3.4	Critically interpret primary and secondary research-related documents (e.g., historical and government documents, newspapers, critical and technical articles, and subject-specific books).
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05.02.02 Detail two types of units for sale

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.02.03 Detail the function of the marketing personnel

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.02.04 Detail the function of the sales personnel

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.03 Review the functions of the accounting department within a lodging operation

05.03.01 Explain the function of the accounting department

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.03.02 Explain the role of the accounting department in payroll.

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.04 Review the functions of the human resources department within a lodging operation

05.04.01 Explain the role of the human resource department in hiring

ELA.2.CE 2.3.1	Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.
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05.04.02 Explain the role of the human resource department in handling complaints

05.05 Review the functions of the security department within a lodging operation

05.05.01 List the role of the security personnel.

ELA.1.CE 1.1.2	Know and use a variety of prewriting strategies to generate, focus, and organize ideas (e.g., free writing, clustering/mapping, talking with others, brainstorming, outlining, developing graphic organizers, taking notes, summarizing, paraphrasing).
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05.05.02 List the function of security equipment

ELA.1.CE 1.1.2 Know and use a variety of prewriting strategies to generate, focus, and organize ideas (e.g., free writing, clustering/mapping, talking with others, brainstorming, outlining, developing graphic organizers, taking notes, summarizing, paraphrasing).

ELA.2.CE 2.3.1 Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.

05.06 Identify housekeeping's major areas of cleaning responsibilities to meet industry standards

05.06.01 Identify the main functions of guestroom cleaning

05.07 Explain the use of frequency schedules to maintain cleaning standards

05.07.01 Explain how frequency schedules are determined for guestroom cleaning

ELA.1.CE 1.2.1 Write, speak, and use images and graphs to understand and discover complex ideas.

05.08 Summarize how standards are used to guide housekeeping personnel

05.08.01 Identify criteria for guestroom cleaning

ELA.1.CE 1.5.4 Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).

ELA.2.CE 2.3.3 Critically read and interpret instructions for a variety of tasks (e.g., completing assignments, using software, writing college and job applications).

05.09 Summarize how productivity standards are used to guide cleaning personnel in time-based tasks

05.09.01 Estimate time for cleaning guest rooms

05.09.02 Identify the different types of reservations to meet different guest needs

05.09.03 Distinguish guaranteed from non-guaranteed by travel agents or corporations

05.09.04 Contrast reservations guaranteed by credit card with reservations guaranteed by travel agents or corporations

05.09.05 Contrast advanced deposits with prepaid reservations

05.10 Explain how a computer system is used to process or change reservations

05.10.01 Determine availability

ELA.1.CE 1.5.4 Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).

05.10.02 Create a reservation record

ELA.1.CE 1.5.4 Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).

05.10.03 Modify or cancel a reservation

ELA.1.CE 1.5.4 Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).

05.10.04 Generate report from reservation data

ELA.1.CE 1.5.4 Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).

05.11 Identify information collected during registration process to correctly register guests

05.11.01 Check for pre-registration information

ELA.1.CE 1.5.4 Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).

05.11.02 Verify guest registration card is completed

ELA.1.CE 1.5.4 Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).

05.11.03 Identify the length of stay

ELA.1.CE 1.5.4	Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
05.11.04 Identify the method of payment	
ELA.1.CE 1.5.4	Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
05.12 Explain how room rates are established with arriving guests to assign the appropriate rate	
05.12.01 Specify a standard rate	
ELA.1.CE 1.5.4	Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
05.12.02 List special room rates	
ELA.1.CE 1.5.4	Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
05.12.03 Describe rates that include meal plans, such as the American Plan, the Modified American Plan, and the European Plan	
ELA.1.CE 1.5.4	Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
05.12.04 Demonstrate an "upsell" to arriving guests	
05.13 Explain how availability, room status, and other standard operating guidelines are used to assign rooms to arriving guests to clarify payment procedures	
05.13.01 Determine when a room is available for sale	
ELA.1.CE 1.5.4	Use technology tools (e.g, word processing, presentation and multimedia software) to produce polished written and multimedia work (e.g., literary and expository works, proposals, business presentations, advertisements).
05.14 Explain how methods of payment are established with arriving guests to clarify payment procedures	
05.14.01 Describe common payment methods for arriving guests	
05.14.02 Demonstrate procedure for accepting payment by check	
05.14.03 Demonstrate procedure for accepting payment by credit card	
05.14.04 Describe special payment methods	
05.15 Use computer system to create guest accounts	
05.15.01 Setup different types of accounts	
05.15.02 Post charges to account	
05.15.03 Complete account entries through front desk terminals and remote point-of-sale terminals	
05.16 Complete correct check-out procedures to prevent oversights or errors	
05.16.01 Inquire about recent charges	
05.16.02 Post outstanding charges to guest accounts	
05.16.03 Verify account information	
05.17 Perform account settlement procedures to include different types of payment	
05.17.01 Verify the method of payment established at registration	
05.17.02 Process account payments for guests using cash	
05.17.03 Process account payments for guests using credit cards	
05.17.04 Present the account for payment to the guest	
05.17.05 Update room's status through the property's computer system	
05.18 Interact effectively with guests in the role of Guest Relations	
05.18.01 Define hospitality and lodging terms	
ELA.2.CE 2.1.11	Demonstrate appropriate social skills of audience, group discussion, or work team behavior by listening attentively and with civility to the ideas of others, gaining the floor in respectful ways, posing appropriate questions, and tolerating ambiguity and lack of consensus.

ELA.2.CE 2.3.1 Read, listen to, and view diverse texts for multiple purposes such as learning complex procedures, making work-place decisions, or pursuing in-depth studies.

05.18.02 Resolve customer complaints

05.18.03 Resolve customer accessibility needs

05.19 Develop marketing skills

05.20 Examine diverse lodging options to increase customer choice

05.20.01 Identify five types of lodging facilities

ELA.2.CE 2.1.3 Determine the meaning of unfamiliar words, specialized vocabulary, figurative language, idiomatic expressions, and technical meanings of terms through context clues, word roots and affixes, and the use of appropriate resource materials such as print and electronic dictionaries.

05.20.02 Detail the advantages of each type of facility

ELA.2.CE 2.1.7 Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.

05.20.03 Detail the disadvantages of each type of facility

ELA.2.CE 2.1.7 Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.

TRAVEL & TOURISM

06.01 Research the discretionary factors that influence travel decisions to create customer options

06.01.01 Identify economic factors influencing travel decisions

ELA.2.CE 2.1.7 Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.

06.01.02 Identify social factors influencing travel decisions

ELA.2.CE 2.1.7 Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.

06.01.03 Identify health & safety factors influencing travel decisions

06.01.04 Identify physical & mental factors influencing travel decisions

ELA.2.CE 2.1.7 Demonstrate understanding of written, spoken, or visual information by restating, paraphrasing, summarizing, critiquing, or composing a personal response; distinguish between a summary and a critique.

06.02 Learn customer preferences and limitations to create the best package for the vendor and the customer

06.02.01 Plan effective trip or itinerary meet customer needs

06.02.02 Identify an opportunity to sell up to great experiences for the guest and or revenue the vendor

06.03 Identify key information elements to aid in targeting or modifying products for your audience

06.03.01 Create a short guided tour or a tourism site for a set of visitors.

ELA.1.CE 1.3.5 From the outset, identify and assess audience expectations and needs; consider the rhetorical effects of style, form, and content based on that assessment; and adapt communication strategies appropriately and effectively.

ELA.1.CE 1.3.6 Use speaking, writing, and visual presentations to appeal to audiences of different social, economic, and cultural backgrounds and experiences (e.g., include explanations and definitions according to the audience's background, age, or knowledge of the topic; adjust formality of style; consider interests of potential readers).

06.03.02 Plan a trip itinerary for at least two days

06.04 Evaluate various communication techniques & media venues & select the effective manner to convey information to a target audience

06.04.01 Communicate details and points of attractions with enthusiasm to engage the customer/guests in the tourism experience		
ELA.1.CE 1.3.5		From the outset, identify and assess audience expectations and needs; consider the rhetorical effects of style, form, and content based on that assessment; and adapt communication strategies appropriately and effectively.
ELA.1.CE 1.3.6		Use speaking, writing, and visual presentations to appeal to audiences of different social, economic, and cultural backgrounds and experiences (e.g., include explanations and definitions according to the audience's background, age, or knowledge of the topic; adjust formality of style; consider interests of potential readers).

INDUSTRY CERTIFICATION

07.01 Achieve ServSafe Worker's Certificate (at 80%)

07.02 Achieve ServSafe Manager's Certificate (at 75%)

07.03 Pass at 70% or better 1st year ProStart Test

07.04 Pass at 70% or better 2nd year ProStart Test

07.05 Achieve ProStart Certificate

STUDENT ORGANIZATIONS AND COMPETITIONS

08.01 Participate in local, regional, state, and national competitions

08.02 Participate in local, and state competition

08.03 Participate in local competitions such as Gingerbread House